AVAYA

T3 Comfort
connected to IP Office

Benutzerhandbuch

User's guide

Manual de usuario

Manuel utilisateur

Manuale d'uso

Gebruikersdocumentatie

Contents

Familiarise yourself with your telephone

Important notes 3
Your T3 (IP) Comfort at a glance 7
The keys at a glance 8
Commissioning the T3 IP telephone 9
Basic rules of operation 11

Telephoning as usual

Answering calls 15
Call someone 18
Making several connections 22
Telephoning without receiver 26

Telephoning with ease

Telephoning with partners 29
Using the call list 31
Diverting calls (IP Office) 34
See charges (IP Office) 40
Locking the telephone 42
Using the directory 44
Logging into another telephone (Hot Desking) 47
Operate mailbox 48

Customising your telephone

Setting audio, contrast and language 57
Assign function and display keys 62
Changing general settings 68
IP-specific settings 78

Add-on equipment*

Links* 83
The DSS module 85
Headset 87

Consult the manual as required

Telephone functions and symbols 90
System information 92
Menu overview 93
Troubleshooting 95
Index 96

Important notes

Which systems can you connect your telephone to?

This telephone is only intended for connection to telecommunications systems from Avaya. It must not be connected directly to a PSTN.

Declaration of conformity

We, Avaya GmbH & Co. KG, declare that the T3 Comfort telephone complies with the basic requirements and other relevant rules in accordance with EU directive 1999/5/EU (radio and telecommunication terminal equipment, R&TTE).

This telephone is intended for connection to digital interfaces of Avaya systems and meets the fundamental requirements formulated in EC directive 1999/5/EU (Radio and Telecommunication Terminal Equipment, R&TTE).

The design of this telephone makes it unsuitable for direct operation on interfaces of public telephone networks.

If any problems should occur during operation, please initially contact your specialist dealer or your system administrator.

The complete declaration of conformity can be requested at the following Internet address: http://www.avaya.de/gcm/emea/de/includedcontent/conformity.htm or look for "Conformity" in the index.

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Declaration of Conformity IP

We, Avaya GmbH & Co. KG, declare that the T3 IP Comfort telephone complies with the basic requirements and other relevant rules in accordance with EU directive 1999/5/EU (radio and telecommunication terminal equipment, R&TTE).

This telephone is intended for connection to Ethernet/LAN interfaces of IP-capable Avaya telecommunications systems and fulfils the basic requirements of Directive 1999/5/EU (R&TTE).

Avaya cannot guarantee successful operation of the telephone in LAN or Intranet environments in which no Avaya system is present.

Declaration of Conformity (Links)

When using links and DSS modules:

This link / DSS module is intended for connection to T3 telephones and meets the fundamental requirements of EC directive 1999/5/EC (Radio and Telecommunication Terminal Equipment, R&TTE).

The design of this Link/DSS module makes it suitable for use with T3 telephones only.

Important notes

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Tips on phone location

Place the telephone on a non-slip surface, especially if the furniture is new or has recently been cleaned or polished. Varnishes or cleaning agents may contain substances which soften the base parts of your telephone, and softened bases can leave undesirable marks on furniture. Avaya cannot assume liability for damages of this kind.

Important notes

Repairs

The equipment may only be opened or repaired by a qualified technician. Do not open the telephone yourself. Doing so could damage the unit and cause it to malfunction.

What you should definitely read

You should definitely read the following sections. These sections explain all the parts of your telephone. You will find out how to use your telephone.

Overview of your telephone *(→ p. 7)*
Basic rules of operation *(→ p. 11)*

- You will often find this information line at the end of a section or chapter. It contains additional information that will help you to make better use of the functions.

Additional functions

Functions marked by an * are not activated as standard for your telephone.

If you wish to use one of these functions, please contact your system administrator.

... telephoning made easy

You can make the following settings immediately or during your first telephone calls:

- TheVolume *(→ p. 58)* for ringing, for the receiver and the settings for Handsfree *(→ p. 59)* to your surroundings.
- Adapting the contrast of the display *(→ p. 58)* to the lighting conditions where you are.
- Selecting which Language *(→ p. 60)* should be used for all displays. The languages available are English, German, French, Spanish, Dutch and Italian.
- Saving frequently used numbers in the directory *(→ p. 44)*. You can modify the individual directory entries yourself.

User manual in other languages

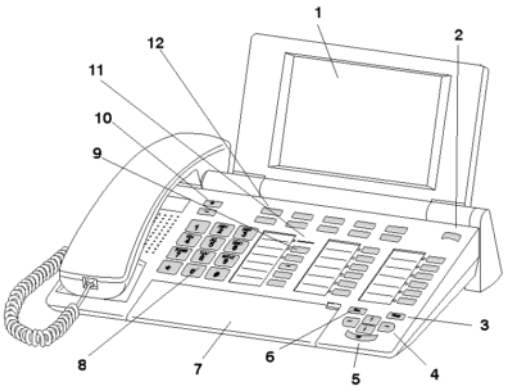
Would you prefer to read these operating instructions in a different language? Go to the Avaya Support page at http://support.avaya.com where you can access our list of documents. Look there to find out whether the language version you want is available for download.

Important notes

Always dispose of old equipment correctly - keep our environment tidy

Old electrical and electronic equipment marked with this symbol can contain substances hazardous to human beings and the environment. Never dispose of these items together with unsorted municipal waste (household waste). In order to protect the environment, public collection points have been set up to ensure the correct disposal of old electrical and electronic equipment marked with this symbol.
To reduce the risk of these substances being released into the environment and to reduce the burden on natural resources, it is also possible to participate in Avaya's used equipment return system. This system ensures the correct recycling of old equipment as well as the re-utilisation of individual components.

Your T3 (IP) Comfort at a glance



1	Display
2	Level switch for display keys
3	Clear key
4	Arrow keys for navigation around the display
5	OK key
6	Escape key
7	Cover with alpha keypad underneath
8	Numeric keys with letters
9	Function keys, some with LEDs
10	Volume/Contrast keys
11	Call indicator
12	Display keys for destinations, functions, lines and partners

The keys at a glance

1 2 ... 9 0 Digit keys with letters: For dialling call numbers and entering codes. The alphabetic labelling allows you to dial with letters (vanity numbers).

* # Star and hash: For special functions

ESC Escape: Ends the current connection during a call and also cancels entries (the next higher menu level then appears on the display).

Clear Clear: Deletes the character above the marker. If the marker comes after the last character, the last character is deleted.

Arrow up / down: Moves the cursor up or down in the display.

+ - + / -: Increases or decreases the volume or contrast.

Arrow left / right: Moves the cursor to the left or right in the display.

OK Enter: Opens a selected menu item or confirms an input.

Switch level: Activates the next level for the display keys.

Function keys:

- 10 display keys below the display.
- 12 user-definable function keys next to the numeric block, 6 of these with LEDs.
- 5 fixed function keys: Menu (the key is well accentuated on the top), handsfree/ monitoring, mute (switch off microphone), redial and hold.

Built-in alphabetic keypad: for convenient text entry.

- The default assignment for the function keys is printed on the enclosed label strips.

Commissioning the T3 IP telephone

Please read and follow the following instructions regarding the commissioning of an IP telephone.

Contents

Connecting and registering the telephone *(→ p. 10)*
Modifying language for the registering procedure and IP settings *(→ p. 10)*

- IP-specific settings are described in separate chapters *(→ p. 78)* in the user manual.

Commissioning the T3 IP telephone

Connecting and registering the T3 IP telephone

After connecting to the LAN (Local Area Network) and to the power supply (only if the telephone is not powered via the LAN), the telephone software is activated and subsequently searches automatically for a gatekeeper (responsible for access authorisation). A gatekeeper is normally found. If this is the case, the registration window appears next:

2 ... 9 Enter extension number.

Scroll to the`PIN` menu item.

0 0 0 0 Enter PIN. No PIN is allocated to the IP Office in delivery condition.

OK Confirm selection. The idle display appears next. You can now also be reached under the number you have entered (extension number).

- You can change`Language` *(→ p. 10)* for the registration procedure.
- If you have cancelled registration (i.e. you have exited the registration window via the Escape key) in order to change or view settings in the menu, you can reregister via the `User administration` menu item.

Selecting the language for the registering procedure and IP settings

If your telephone has not yet been registered, you can choose between 11 different languages (German/English/French/Italian/Spanish/Dutch/Hungarian/Slovenian/ Polish/Czech/Russian):

Press the "Menu" function key.

Scroll to the "Switch language" menu item.

OK Confirm selection.

Select the desired language, e.g. English.

OK Confirm selection.

- When first setting up your telephone you can choose your preferred language in other ways: When the registration window appears, press the Escape key twice. "D/GB/F/I/E/NL..." appears. Subsequently select your preferred language. "D/GB/F/I/E/NL..." disappears once the language has been changed.

Basic rules of operation

You can select and use most of the functions using the menu. To make operation easier, you can assign frequently used functions to the function keys. Some keys have already been assigned functions in their factory settings.

Selecting functions in the menu

Press the "Menu" function key.

or scroll to the desired menu item.

OK Confirm your selection. The selected function is displayed. A submenu also appears in many cases. You can scroll in the submenu just as you can in the menu.

- You can find all the functions in the menu overview *(→ p. 93)*.

Cancelling or exiting an operation

If you have made an input or parameter error:

ESC Press (several times if necessary) to cancel the procedure. You then move up one menu level or go to the idle display.

- Settings which you have changed using the OK key cannot be reset with the Escape key.

Basic rules of operation

The display helps you

The displays guide you through operation step by step. The display provides you with a great deal of information, such as the status of your current connection.

The phone number of all external ISDN callers appears in the display, assuming they have not disabled call number ID display. This allows you to see who is calling. If name and call number of the caller have been stored in your telecommunications system, you will see the caller's name.

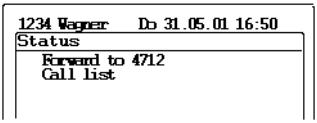
The 10 display keys can be assigned different functions. You can read the current function of each key in the display.

What does the idle display show?

The idle display shows:

- Your name and call number
- Day, date and time
- Assignment of display keys
- The display key level
- Status messaged if required

Status messages



If required, your telephone displays additional text in the idle display. This happens when there is important information for you (e.g. new entry in the call list) or you have activated special functions (e.g. "Divert to").

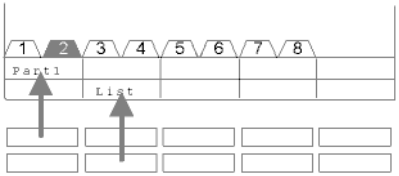
You can call the associated menu item directly from a status message, e.g. to change the setting.

Scroll to the desired status message.

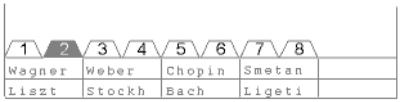
OK Confirm your selection.

Basic rules of operation

Display keys



Your telephone has 10 special function keys, the display keys. The current allocation of each key is shown in the display.
Examples You can call Partner 1 (= Part 1) using the top left key. If you press the second key in the bottom row, the call list appears.

Display keys in several levels

The first level display keys can be allocated to partners, lines or any other functions as required. Normally, you will see the first level displayed.

You can assign destinations to display keys in other levels.

You can change between the levels using the "Switch level" key.

The level tabs show you which level is in use. Level 2 is active in the illustration.

Press . The next level of the display keys will be shown. The current destinations are shown in the display.

Press ESC . Return to the first level.

- A new level is only displayed when the last display button has been assigned to a destination.
- A maximum of 8 levels can be displayed.

Basic rules of operation

Entering text

Your telephone has its own keypad with letter keys *(→ p. 7)*. The keys are arranged in a similar manner to a computer keyboard.

´The default layout corresponds to the letters printed in white on the keys.

- For **upper case** letters, the shift key (up arrow) must be held down.
- **Special characters** are shown in blue. For special characters, the ALT key must be held down.
- **Country-specific special characteristics** can be created as follows: First select the special diacritic character shown in blue (e.g. an accent). Then enter the normal letter for that key.

Example:

You want to enter the character Á.

- Press and hold the ALT key.
  Press ´ (above the D) on the middle row of keys.
  Release both buttons.
- Press and hold the Shift key.
  Press the A key.
  Release both buttons.

The character Á will be shown in the display.

- If you have a telephone with an unprinted alphanumeric keypad *(→ p. 61)* you must place a keypad template over the alphanumeric keypad. The appropriate letters and symbols are printed on the template.

Answering calls

You can lift the receiver and speak with the caller as usual.

If another subscriber within your system receives a call, you can pick up the call at your telephone.

It is also possible to answer calls using the handsfree key and then to telephone with the receiver on-hook.

You can set your telephone to activate handsfree mode automatically when it receives an internal call. You will not need to lift the receiver, but can immediately start speaking to the caller (Automatic handsfree for incoming call *(→ p. 69)*).

It is also possible to put calls on hold for the time being, rather than answer them immediately. This allows you to complete any operating procedures you have already started (e.g. editing a directory entry).

You can also divert a caller without answering the call.

If you receive unwanted anonymous calls, you can let the number of the caller be identified (trap call).

Contents

If you receive a call *(→ p. 16)*
Answering a call for a partner *(→ p. 16)*
If another telephone rings (pick-up) *(→ p. 16)*
If a group is being called (group pick-up) *(→ p. 16)*
Call during a conversation (call waiting) *(→ p. 17)*
Call during a programming procedure *(→ p. 17)*
Call diversion *(→ p. 17)*
Trap call* *(→ p. 17)*

Answering calls

If you receive a call

Your telephone rings. The call is shown in the display.

Lift the handset.

- Telephoning without the receiver: Press the "Handsfree/Monitoring" function key.
- When you recieve a diverted call, you will be shown the number or the name that the caller has dialled.
- If you do not want the caller to hear what is being said at your end, press the "Mute" key. The opposite party will be able to hear you again after pressing this key again.

Answering a call for a partner

If you have assigned a partner to a function key or display key:

A partner is being called.

Press the display key or function key for the partner being called.

Lift the handset.

If another telephone rings (pick-up)

Another telephone rings.

Press the "Pick-up" function key.

0 ... WXYZ 9 Enter the number of the ringing telephone.

Lift the handset. You can now talk with the caller.

If a group is being called (pick-up)

A group is being called. A group member’s telephone rings.

Press the "Pick-up" function key. It displays all the groups of which you are a member.

Scroll to a group of which the ringing telephone is a member.

Lift the handset. You can now talk with the caller.

- Instead of selecting the group, you can also enter the group call number directly.

Answering calls

Call during a conversation (call waiting)

You are on the phone. Someone else calls you. You hear a single ringing tone. The caller is shown as the top item on the menu.

OK Answering a call. The first caller is waiting and cannot hear your conversation.

- In order for a second caller to be displayed, call waiting has to be activated.

Call during a programming procedure

You receive a call but want to finish what you are doing on your telephone first.

You are programming your phone. A call arrives.

↓ Scroll to the `Place call on hold` menu item.

OK Confirm your selection. You can continue with your programming. After completion, the held call will be shown.

Forward

You receive a call and wish to divert the call to a different phone number:

↓ Scroll to the `Follow me to` menu item.

OK Confirm your selection.

1 JKL 5 **...** Enter the external call number to which calls are to be diverted.

OK The call is diverted.

Trap call*

You are talking with an external caller. "Telephone number suppressed" is displayed instead of the caller's name or number. If you would like to know the caller's number, you can register for this with your network provider.

↓ Scroll to the `Trap call` menu item.

OK Confirm selection. The message "Call registered" is displayed.

The phone number of the caller is now stored with your network provider.

- You will have to apply to your network provider to use trap call and there will be a charge for this service.
- You can only use trap call when the external line being used supports this feature.
- Please ask your network provider how they will inform you of a number which has been identified.

Call someone

You can use the telephone as usual within and outside your telephone system: Dial the internal extension number or external phone number directly.

You can use the display keys to redial the 10 most recently called numbers and to dial frequently required numbers.

If an number is busy, you can be automatically called back when the line is free again.

You can cut in on another call within your system, if you have something urgent to tell one of the subscribers.

If you don’t want the person who you call to see your number, you can also call anonymously.

You can also page subscribers in your telephone system via the loudspeakers fitted in the telephones. You can talk to individual subscribers or groups.

Contents

Making a call within and outside your telephone system *(→ p. 19)*
Making a call with one key stroke *(→ p. 19)*
Redialling *(→ p. 19)*
Auto callback* *(→ p. 20)*
Joining another call (cut-in)* *(→ p. 20)*
Anonymous calling *(→ p. 21)*
Paging *(→ p. 21)*

- Some telephone systems require a special code to be dialled first for external calls, the so-called external line code. You can obtain more information from your system administrator.

Call someone

Making a call within and outside your telephone system

0 ... WXYZ 9 Enter the desired number.

Lift the handset.

- You can, of course, pick up the handset first and then dial the number. However, in this case you cannot correct an input error.
- If you have deactivatedDirect dial *(→ p. 71)* , you can correct input errors before dialling.
- If necessary, you have to predial an external line code for external calls. For more information, contact your system administrator.

Making a call with one key stroke

Press the display key or function key for the desired subscriber.

Lift the handset.

- You can assign numbersto keys yourself.

Redialling

You can redial one of the last 10 numbers called.

Press the "Redial" function key.

Scroll to the desired number, e.g. 06975051234.

Lift the handset.

Call someone

If the person you have called cannot be reached (auto callback)*

The number you called is busy.

Scroll to the `Callback` menu item.

Confirm selection.

Replace the handset. Your telephone rings as soon as the other line is free.

Lift the handset when your telephone rings. The other line is called automatically by the telephone system.

- In the case of external calls, you can only use "Auto callback" if the network provider, type of system connection and connected party support it.
- For internal calls, you can also initiate "Auto callback" if the extension dialled was not busy and the call was not picked up.

Joining another call (cut-in)*

You call an internal extension. The user already has a call. You want to cut in on the call:

Scroll to the `Cut-in` menu item.

Confirm your selection. All subscribers hear a cut-in tone. You are now included in the conversation and can give the subscribers your message.

- Cut-in is only possible within your system. It must be enabled for your telephone and the target telephone. If you require this option, contact your system administrator.
- Ending the cut-in: Replace the handset or press the Escape key.

Call someone

Anonymous calling

0 ... WXYZ 9 Enter the external phone number.

Scroll to the `Anonymous calling` menu item.

OK Confirm "anonymous calling".

Lift the handset. Your call partner cannot see your number.

- "Anonymous calling" must be supported by your network operator.

Paging

Press the "Menu" function key.

Scroll to the `Paging` menu item.

OK Confirm your selection.

0 ... WXYZ 9 Enter the call number or group number which you want to page.

Lift the handset. You can now carry out paging. The individual subscriber or all the group members can now hear you.

- Instead of entering a group number, you can also select a displayed group and confirm it via the OK key.
- You will only hear the paging announcement in your handset after picking it up.

Making several connections

You can also accept another call while you are already on the phone (Call waiting *(→ p. 72)*). You can speak to several parties alternately and switch back and forth between them as you wish.

You can speak with several callers simultaneously (conference).

Contents

Consultation during a call (hold) *(→ p. 23)*
Switching between two external callers (brokering) *(→ p. 23)*
Forwarding callers *(→ p. 23)*
Forwarding additional callers *(→ p. 24)*
Conference - 3 participants *(→ p. 24)*
Conference - several participants *(→ p. 25)*
Connecting conference partners with each other *(→ p. 25)*

Making several connections

Consultation during a call (hold)

During a call:

Press the "Hold" function key. The caller waits and cannot hear what you say.

0 ... 9 Enter the number you wish to hold. Carry out hold conversation.

ESC If necessary, disconnect the hold extension.

Scroll to the `Return to ...` menu item.

OK Confirm your selection.

You will now be able to talk to the first party again. The other party is on hold.

- You can also call the hold extension with a function key if it is set up as a partner key or is assigned to that extension number (Destination key).

Switching between two external callers (brokering)

If you want to speak with a call party (e.g. 06975058) who has been put on hold:

Scroll to the `Back to 06975058` menu item.

OK Confirm your selection. The other caller is now waiting.

Forwarding callers

Your caller wishes to be connected to another extension:

Press the "Hold" function key. The caller waits and cannot hear what you say.

0 ... 9 Enter the number to which you want to forward the call.

Replace the handset. The hold extension will be connected to the first caller.

- You do not need to wait until the hold extension picks up the call.

Making several connections

Forwarding additional callers

Someone calls you while you are on another call, e.g. from 06975058:

Scroll to the `Call 06975058` menu item.

Confirm your selection. You are connected to the second caller. The first caller is on hold and cannot hear your other conversation.

Now you want to forward the additional caller, e.g. to call number 1234:

Press the "Hold" function key.

1 2 3 4 Enter the number of the extension you want to connect the caller to, in this example 1234. You can now announce the caller. The first party is waiting.

Scroll to the `Transfer call to 06975058` menu item.

Confirm your selection. You will now be able to talk to the first party again.

Conference operation - adding a party to a call

During a call (e.g. with 06975058):

Press the "Hold" function key. The other party is on hold.

0 **...** 9 Enter the number of second conference participant.
When you are connected to this subscriber, you can initiate the conference.

Scroll to the `Conference` menu item.

Confirm your selection.

- Ending the conference: Any participant can switch out of the conference. Replace the receiver.
- If the third subscriber whom you are calling does not answer, select the `Return to subs ...` menu item to return to the first participant.

Making several connections

Conference with more than three parties

You are telephoning with the first call partner who wishes to participate in the conference:

Press the "Hold" function key. The other party is on hold.

0 ... WXYZ 9 Enter the number of second conference participant.
Wait until you are connected to this subscriber.

Press the "Hold" function key again. The two initial parties are put on hold.

In case further parties call and are also put "on hold".

Scroll to the `Conference` menu item.

OK Confirm your selection.
You are now in a conference with all the parties who were on hold.

- Ending the conference: Any participant can switch out of the conference. Replace the handset.
- If the new subscriber you are calling does not answer:
  Select the `Return to subs...` menu item to return to the waiting participant.

Connecting conference partners with each other

During the conference:

Replace the handset.

Telephoning without receiver

You can activate the loudspeaker of your telephone in order to hear the caller without having to use the handset.

You can also make a call with handsfree. You do not then need to pick up the receiver. You can also activate handsfree mode during a call and then continue the conversation with the receiver on-hook.

Contents

Monitoring / Handsfree *(→ p. 27)*
Making a call with the receiver on-hook (handsfree) *(→ p. 27)*
Handsfree - ending a call *(→ p. 27)*
Tips for handsfree monitoring and handsfree calling *(→ p. 28)*

Telephoning without receiver

Switch on monitoring/handsfree during a call

While telephoning with the receiver lifted:

Switching to monitoring:

Press the "Handsfree/Monitoring" function key (LED lights up). You can then hear the caller through the built-in loudspeaker.

Switching to handsfree:

Press the "Handsfree/Monitoring" function key again (LED flashes). The built-in microphone is activated. You can replace the handset and speak handsfree.

Adjusting the loudspeaker volume:

Press keys + and –.

Making a call with the receiver on-hook (handsfree)

0 ... 9 Enter the desired number.

Press the "Handsfree/Monitoring" function key (LED flashes).

When the desired party answers, you can hear them out loud and you can also talk to them with the receiver on-hook.

- The LED next to the function key flashes whenever you switch to handsfree.
- If you want to make a handsfree call, you can also select the number from the call list or the redial list.

Handsfree - continuing the call using the receiver

During a handsfree call:

Lift the receiver (LED goes out).

Handsfree - ending a call

While you are telephoning handsfree with the receiver on the hook:

Press the "Handsfree/Monitoring" function key (LED goes out).

- You can also end the call with the Escape key.

Telephoning without receiver

Tips for handsfree monitoring and handsfree calling

Perhaps you can’t remember whether call monitoring or handsfree are actually activated? Here are a couple of simple tips:

- If the receiver is not on the hook, the "Handsfree/Monitoring" function key toggles between call monitoring (LED on), handsfree (LED flashing) and normal telephone operation (LED off). None of these will end the call.
- If, however, the receiver is on the hook, the call will be ended the next time the key is pressed!

Telephoning with partners

A partner (user) can be any internal subscriber to your system.

You can set up partner keys. These can be display keys or other function keys. The display or the LEDs in the function keys provide information about the activities of each partner.

Setup is the same procedure as for Function keys *(→ p. 63)*.

Contents

Calling partners *(→ p. 30)*
Answering a call for a partner *(→ p. 30)*
Information about partners on display keys *(→ p. 30)*

- You can set up all the freely programmable function keys and the first 10 display keys (first level) as partner keys.

Telephoning with partners

Calling partners

Press the key for the desired partner.

Lift the handset.

Answering a call for a partner

A partner telephone rings and the corresponding display flashes:

Press the partner key.

Lift the handset.

Information about partners on display keys

The following information is shown in the display fields.

Bach	Partner is free
Bach	Partner busy (on a call, or receiver off-hook) (name is shown in inverse)
Bach	Partner is being called (name and bell flashing alternately)

Using the call list

If you do not answer a call it is stored in the call list with the time and date.
You can display this list at any time and return calls to the subscribers entered in it.

The call list also displays all the calls which have been made.

The list contains the 10 most recent entries.

Contents

Selecting an entry from the call list *(→ p. 32)*
Deleting an entry *(→ p. 32)*
Deleting all entries *(→ p. 32)*
Symbols in the call list *(→ p. 33)*

Using the call list

Selecting an entry from the call list

Press the "Call list" function key.

Scroll to the desired entry, e.g. `0069123456`.

Lift the handset.

- If you call an entry from the call list, the entry is automatically deleted.

Deleting an entry

Press the "Call list" function key.

Scroll to the entry you want to delete, e.g. `0069123456`.

Clear Delete entry.

Deleting all entries

Press the "Call list" function key.

Scroll to the `Delete all` menu item.

OK Confirm your selection.

Using the call list

Symbols in the call list

Examples of an entry in the call list:

!	06975056666	Th	12.06. 17:13	2*
	Wagner → 14		12.06. 16:34	
	Clark	We	11.06. 08:21	
	0691234567	We	11.06. 06:31	

					Meaning
!					New entry which has not yet been viewed
					Entry which has already been shown
					Call that you have had with an external caller
	06975056666				Phone number of caller
	Clark				Caller's name
		We	11.06. 06:31		Day and time of last call
				2*	The caller called twice
	Wagner → 14				In the case of a call diversion to your telephone: Caller and the number of the telephone which has diverted

- Overlong entries will not fit in their entirety in the display. You can view the complete call list entry with the left and right arrows.
- You can accept a call list entry *(→ p. 46)* into the directory.

Diverting calls (IP Office)

You can divert incoming calls to another connection. You may have calls diverted to your telephone from another connection.

You can activate forward unconditional to a previously entered phone number. You have the choice

- whether this should always take place,
- only if the telephone is busy
- or only if the telephone is not answered within a specified time period.

You can also set this up for other telephones if you have the authorisation to do so.

You can also let a call signal at two telephones at the same time, e.g. at your office telephone and at your GSM mobile phone.

Contents

Diverting calls for your telephone *(→ p. 35)*
Diverting calls to your telephone *(→ p. 35)*
Forward, deactivating *(→ p. 35)*
Forward unconditional *(→ p. 36)*
Forward unconditional after time and if busy *(→ p. 36)*
Deleting forward unconditional destination *(→ p. 37)*
Forwarding calls for another telephone* *(→ p. 38)*
Signalling a call at two telephones (mobile twinning*) *(→ p. 39)*

- The time that elapses before forward unconditional "after time" takes place is set in the system.

Diverting calls (IP Office)

Routing calls for your telephone

Press the "Menu" function key.

Scroll to the `Call routing` menu item.

Confirm your selection.

Scroll to the `Call routing to` menu item.

Confirm your selection.

1 2 3 4 Enter the number to which you want to route calls, e.g. to 1234.

Confirm the number. The status indication `Route to 1234` appears in the display. The telephone to which you are diverting your calls displays the status `Divert from 4712`.

- You can also press an appropriate destination or partner key instead of entering the number.

Diverting calls to your telephone

Press the "Follow me here" function key.

1 2 3 4 Enter the internal number of the subscriber for whom you want to set up call diversion to your own telephone, e.g. from 1234.

Confirm the number. The status indication of the diverted telephone `Divert to 1234` appears in the display.

- You can also press an appropriate destination or partner key instead of entering the call number.

Forward, deactivating

In the status menu:

Scroll to the desired call diversion, e.g. `Follow me to 1234`

Confirm your selection.

Scroll to the `Deactivate` menu item.

Delete call diversion.

Diverting calls (IP Office)

Forward unconditional

Press the "Forward unconditional" function key.

1 2 3 4 Enter the call number or, if necessary, correct the one displayed to which the calls are to be forwarded (e.g. to 1234). An additional external line code probably has to be predialled for an external call number (usually "0").

Scroll to the `On` menu item.

OK Confirm your selection.
The entry `Follow me to 1234 -` appears in the status messages.

Forward unconditional after time and if busy

Press the "Menu" function key.

Scroll to the `Forward` menu item.

OK Confirm your selection.

Scroll to the `Forward on busy/NA` menu item.

OK Confirm your selection.

1 2 3 4 Enter the call number or, if necessary, correct the one displayed to which the calls are to be forwarded (e.g. to 1234). An additional external line code probably has to be predialled for an external call number (usually "0").

If necessary, scroll to the `If free` (after time) or `If busy` menu item.

OK Confirm your selection.
The entry `Follow me to 1234` appears in the status messages. In addition, a clock symbol is shown for forward unconditional "If free" and a B for forward unconditional "If busy".

- You can simultaneously activate forward unconditional after time and if busy. Calls are forwarded to the same call number.
- You can forward calls "after time" and "if busy" to a different call forwarding station than the one used for "normal" forward unconditional.
- As standard, only the calls which are specifically for your telephone are forwarded. You can also divert the calls which you receive as a member of a group. In the Forward > Forward unconditional menu set the menu item `Forward group calls` to "On".

Diverting calls (IP Office)

Deleting forward unconditional destination

Press the "Menu" function key.

Scroll to the `Forward` menu item.

Confirm your selection.

Scroll to the `Forward unconditional` or `Fwd. uncond. busy/after time` menu item.

Confirm your selection.

Scroll to the `Delete` menu item.

Confirm your selection. The call number has been deleted.

- Even if you **deactivate** forward unconditional, the entry for the forward unconditional destination still remains.

Diverting calls (IP Office)

Forward uncond. for another telephone*

Press the "Menu" function key.

Scroll to the `Forward` menu item.

Confirm your selection.

Scroll to the `Forward unconditional for` menu item.

Confirm your selection.

1 2 3 4 Enter the internal number of the subscriber for whom you want to set up call diversion to your own telephone, e.g. from 1234.

0 0 0 0 Enter the PIN for this subscriber, e.g. 0000.

Confirm your entry.

Scroll to the `Forward unconditional` or `Fwd. uncond. busy/after time` menu item.

Confirm your entry.

1 2 3 4 Enter the call number or, if necessary, correct the one displayed to which the calls are to be forwarded (e.g. to 1234). An additional external line code probably has to be predialled for an external call number (usually "0").

If necessary, scroll to the `If free` (after time) or `If busy` menu item.

Confirm your selection.

- You can also press an appropriate destination or partner key instead of entering the call number.

Diverting calls (IP Office)

Signalling a call at two telephones (mobile twinning*)

Press the "Menu" function key.

Scroll to the `Call diversion` menu item.

Confirm selection.

Scroll to the `Twinning` menu item.

Confirm selection.

0 ... 9 enter the external number of the telephone which should also ring when a call is received, e. g. `012341234`.

Confirm the number. The following status appears in the display of the telephone `Twinning (on)`.

Now if your T3 telephone is called, the external telephone also rings. You can take the call on both telephones.

- If twinning is assigned to a display or function button, the display flashes if you answer a call on your mobile phone. You can transfer the call to your T3 telephone with one press of this button.

See charges (IP Office)

During a call you can have the currently incurred charges, converted to your local currency, shown in the display *(→ p. 73)*.

You can view the charges for your most recent call.

Your call charges incurred since the last reset are totalled and stored in the telephone system.

Furthermore your telephone system can also record and account for the call charges for single projects or private calls separately.

Contents

Viewing the charges for the last call *(→ p. 41)*
Viewing the sum of the charges *(→ p. 41)*
Resetting charge meter *(→ p. 41)*

- Charges can only be displayed if your network operator supports this. For technical reasons, the charges displayed may differ from those calculated.
- In the case of a conference with two external subscribers, the sum of the charges for both external connections is shown.
- Charges which are incurred by an external call diversion appear as a message.

See charges (IP Office)

Viewing the charges for the last call

Press the "Menu" function key.

Scroll to the `Charges` menu item.

OK Confirm selection. The charge for the last call,
e.g. `Last call € 1.19` is displayed.

Viewing the sum of the charges

Press the "Menu" function key.

OK Scroll to the `Charges` and confirm.

Scroll to the `Total` menu item. The sum of the charges so far,
e.g. `Total € 31.17` is displayed.

Resetting the call charge meter

Press the "Menu" function key.

OK Scroll to the `Charges` and confirm.

OK Scroll to the `Delete them` and confirm.

Locking the telephone

You can protect your telephone against unauthorised use by locking it with a PIN (Personal Identification Number). You can enter this PIN yourself and also change it at any time.

It is still possible to answer all incoming calls and dial internal numbers when the telephone is locked.

Contents

Changing the PIN (Personal Identification Number) *(→ p. 43)*
Locking the telephone *(→ p. 43)*
Unlocking the telephone *(→ p. 43)*

Locking the telephone

Changing the PIN (Personal Identification Number)

Press the "Menu" function key.

Scroll to the `Lock` menu item.

Confirm selection.

Scroll to the `Setting up the PIN` menu item.

Confirm selection.

0 ... 9 Enter the current PIN.

0 ... 9 Enter new PIN.

Confirm PIN.

- No PIN is allocated upon delivery.
- The PIN may be up to 31 characters long.
- If you make a mistake when entering your PIN: Press the Escape key and start again from the beginning.
- The lock PIN and the hot desking PIN *(→ p. 47)* are the same.

Locking the telephone

Press the "Menu" function key.

Scroll to the `Lock` menu item.

Confirm your selection.

Scroll to the `Lock telephone` menu item.

Confirm your selection. The telephone is now locked.

Unlocking the telephone

In the idle display:

Scroll to the status message `Telephone locked`.

Confirm your selection.

0 ... 9 Enter the current PIN.

If necessary, confirm PIN.

Using the directory

The directory consists of a central and a personal section. It contains up to 1000 entries.

The entries from the central section are displayed at each telephone. They can only be changed using the "Manager" administration tool.

You can add and change personal entries in your directory. These personal entries are only available at your telephone.

You can then dial all these entries quickly and easily.

Contents

Dialling an entry from the directory *(→ p. 45)*
Entering new numbers into the directory *(→ p. 45)*
Editing entries in the directory *(→ p. 45)*
Saving redial numbers in the directory *(→ p. 46)*
Saving a call list entry in the directory *(→ p. 46)*

Using the directory

Dialling an entry from the directory

... Enter one or more first letters of the name until the desired subscriber is shown.

If necessary, scroll to the desired subscriber.

Lift the handset. The number is dialled.

- You can also scroll to the desired number using the arrow keys.

Entering new numbers into the directory

Press the "Directory" function key.

Scroll to the `New personal entry` menu item.

Confirm your selection.

... Enter the desired number.

Confirm the number.

... Enter the name.

Confirm the name and add the individual entry to the directory.

- You may need to enter an external line code in front of an external call number. You can obtain more information from your system administrator.

Editing entries in the directory

You can change all the personal entries which you have added to the directory.

Press the "Directory" function key.

... Enter one or more first letters of the name until the desired subscriber is shown.

Confirm your selection.

Scroll to the `Edit` menu item.

Confirm your selection. Edit the number.

Confirm your selection. Edit the name.

Accept new settings.

Using the directory

Saving a call list entry in the directory

Press the "Call list" function key.

Scroll to the desired entry, e.g. `0069123456`.

Confirm your selection.

Scroll to the `Directory entry` menu item.

Confirm your selection.

... Enter a name for this number.

Save in the directory.

Saving redial numbers in the directory

Press the "Redial" function key.

Scroll to the desired entry, e.g. `0069123456`.

Confirm your selection.

Scroll to the `Directory entry` menu item.

Confirm your selection.

... Enter a name for this number.

Save in the directory.

- You can also save a call list entry in your directory.

Logging into another telephone (Hot Desking)

Hot Desking enables you to log in at another telephone. The telephone accepts your internal extension number and the settings of your normal telephone (e.g. directory and assignment of the function keys).

- Hot Desking is only possible if you have set a PIN for it. The PIN is the same as the lock PIN *(→ p. 43)*.
- Hot Desking is also possible in a SCN (**S**mall **C**ommunity **N**etwork).

Logging in to the telephone

You can log into every other telephone if you have set a corresponding PIN.

At another phone:

Press the "Menu" function key.

Scroll to the `Login` menu item.

Confirm selection.

0 ... 9 Enter current PIN.

If necessary, confirm PIN.

You are logged in at this telephone.

- You have been automatically logged out of the telephone at which you were previously logged in.

Logging out from the telephone

You can logout from your own telephone or from another one at which you used Hot Desking to log in:

Press the "Menu" function key.

Scroll to the `Logout` menu item.

Confirm selection. You are now logged out of this telephone.

- If you logged into this telephone via Hot Desking, the standard user of this telephone is automatically logged in again.
  You are automatically logged into your standard telephone again.
- It is possible to call other internal subscribers from a telephone at which no user is logged in.

Operate mailbox

Your mailbox is easy to manage using the menu system.

You can listen to and forward messages you have received or send your own messages.
You can also change the personal greeting and the access password for your mailbox.
You also have the option of sending a voice message by e-mail.

Contents

Switch on voicemail *(→ p. 49)*
Listen to messages *(→ p. 49)*
Messages, sending *(→ p. 51)*
Forward messages *(→ p. 52)*
Save message *(→ p. 53)*
Change personal greeting *(→ p. 54)*
Changing mailbox password *(→ p. 55)*
Send voicemail as email *(→ p. 56)*

- The "Voicemail" function key accesses voice commands which guide you through the mailbox operation. You use the keyboard to make the input.

Operate mailbox

Switch on voicemail

You can set your telephone up so that callers are diverted to your mailbox after a certain time.

Press the "Menu" function key.

Scroll to the `Settings` menu item and confirm.

Scroll to the `Voicemail Settings` menu item and confirm.

Scroll to the `Voicemail off` menu item.

Change the setting `Voicemail (on)`.

Exit menu.

- Your system administrator defines how long your telephone will ring for before the caller is diverted to your mailbox.

Listen to messages

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Voicemail settings` menu item.

Confirm your selection.

Scroll to the `Listen` menu item.

Confirm your selection.
This displays a list of all messages which have already been listened to or saved.

Scroll to the message you wish to listen to, e.g. `!Wagner Mo 17.02. 08:47`.

Confirm your selection.
The message is played.

- If you do not select a message, the most recent message is played automatically.
- If you do not have any messages in your mailbox which you have not yet listened to, a status message appears, e.g. `Voicemail (3)`. The number in brackets is the number of new messages. Selecting the status message and confirming by pressing OK takes you to the message list.
- If you assign "Visual Voice" to a display or function key, you can get to the message list just by pressing one button.

Operate mailbox

Options while listening to a message

Menu Item	Meaning
Previous	Play previous message
Back	Rewind current message by 5 seconds
Deleting	Delete current message
->	Play next message
Before	Fast forward current message by 5 seconds
Save	Save message
Pause mode	Pause / Continue playing the current message
Copy	message to the mailbox of another subscriber Forward *(→ p. 52)*

Icons

Examples of entries in the message list:

!	06975056666	Th	12.06.	17:13
	Clark	We	11.06.	08:21
#	0691234567	We	11.06.	06:31

					Meaning
!					New message which has not yet been listened to
					Message which has already been listened to once
#					Message that you have saved
	06975056666				Call number of caller
	Clark				Caller's name
		We	11.06.	06:31	Date and time of message

Operate mailbox

Send message

Press the "Menu" function key.

Scroll to the `Settings` menu item and confirm.

Scroll to the `Voicemail Settings` menu item and confirm.

Scroll to the `Message` menu item and confirm.

0 ... 9 Enter the mailbox number of the recipient.

Confirm input.

Scroll to the `Record` menu item.

Start recording and say the message.

Finish recording by pressing `Stop`. The message is played back to you so you can check it.

Scroll to the `Send` menu item.

Confirm your selection.

The message is sent to the mailbox of the recipient entered.

Exit menu.

- If you want to change the message before sending it, simply record it again.

Operate mailbox

Forward message

You can forward a message to the mailbox of another subscriber. This means you do not have to pass on the content of the message yourself.
If you have additional information or questions about the message, you can record a text that the recipient will here before the message.

In the message list, select the message you wish to forward.

OK Confirm your selection.

Scroll to the Copy menu item.

OK Confirm your selection.

0 ... 9 Enter the mailbox number to which you wish to forward the message.

if you wish to add your own message, scroll to the Add message menu item and confirm.
Say the text to be added to the message.

OK Finish recording by pressing Stop. The message is played back to you so you can check it.

Scroll to the Send menu item.

OK Confirm your selection.

The message is forwarded to the mailbox of the recipient entered.

- If you wish to change a message you have added, simply record a new one.

Operate mailbox

Save message

After a certain time, the messages in your mailbox are automatically deleted. To prevent this, you can save important messages.

Press the "Menu" function key.

Scroll to the `Settings` menu item and confirm.

Scroll to the `Voicemail Settings` menu item and confirm.

Scroll to the `Listen` menu item and confirm.

Scroll to the message you wish to save.

Confirm your selection.

scroll to the `Save` menu item.

Save message The message is now displayed in the message list with a hash in front of it.

Exit menu.

Operate mailbox

Edit greeting

You can listen to and change the greeting text which your mailbox plays at any time.

Press the "Menu" function key.

Scroll to the `Settings` menu item and confirm.

Scroll to the `Voicemail Settings` menu item and confirm.

Scroll to the `Greeting` menu item and confirm.

To listen to the current greeting, scroll to the `Greeting` menu item and confirm.

To record a new greeting, scroll to the `Record` menu item and confirm. Record the new greeting.

Finish recording by pressing `Stop`.

Scroll to the `Accept` menu item.

Confirm your selection.

This greeting is now played to all callers who are diverted to your mailbox.

Exit menu.

- If you delete your personal greeting by selecting `delete`, it is replaced with the standard greeting text for your mailbox.

Operate mailbox

Change password

If you wish top access your mailbox, you need to enter a password to authenticate yourself.

Press the "Menu" function key.

Scroll to the `Settings` menu item and confirm.

Scroll to the `Voicemail Settings` menu item and confirm.

Scroll to the `Password` menu item and confirm.

0 ... 9 Enter the old four digit PIN.

Confirm input.

0 ... 9 Enter the new four digit PIN.

Confirm input.

Your password has been changed.

Exit menu.

- You are not prompted for a PIN if you are accessing the mailbox from a trusted extension. Your own extension is normally considered trusted.

Operate mailbox

Send voicemail as email

You can set the format in which you receive an e-mail message when a message is recorded in your mailbox.

- **Off:** You receive no e-mail notification.
- **Copy:** A copy of the voicemail is created and attached to the e-mail as a voice file (wav).
- **FW:**The voicemail is attached to the e-mail as a voice file (wav). It is deleted in the mailbox.
- **Notif:** You only receive notification that a voice message has been received. You can then listen to it as normal.

Press the "Menu" function key.

Scroll to the `Settings` menu item and confirm.

Scroll to the `Voicemail Settings` menu item and confirm.

Scroll to the `E-mail` menu item and confirm.

0 ... 9 Enter the four digit mailbox PIN.

Confirm input.

Scroll to the desired notification format, e.g.`Copy`.

Confirm your selection.

A new voicemail is now sent to you as an e-mail in the selected format.

Exit menu.

- Your mailbox must be switched on for you to be able to use the e-mail function.

Setting audio, contrast and language

You can modify various audio settings and the display contrast to suit your requirements.

You can deactivate the ring tone.

If your telephone has a keypad with nothing printed on the keys, select a lettering template.

You can change the language for the text display via the language setting.

Contents

Setting the acoustics and contrast *(→ p. 58)*
Set handsfree *(→ p. 59)*
Do not disturb *(→ p. 59)*
Set language *(→ p. 60)*
Selecting alphanumeric keypad* *(→ p. 61)*

Setting audio, contrast and language

Setting the acoustics and contrast

You can quickly modify the display and tones of your telephone to suit changing environmental conditions (e.g. sun dazzle, loud repair work).

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Display / Audio` menu item.

Confirm your selection.

Scroll to the `Audio / Contrast` menu item.

Confirm your selection.

Scroll to the desired menu item.

Increase or decrease the setting. New ring settings are sounded immediately so you can check them.

If necessary scroll to further menu options and change their settings.

Exit menu.

The new settings have been saved.

- You can access the acoustics and contrast menu directly from your telephone's basic status using the "+" und "-" keys.
- You can also change any setting by pressing the numeric key for the desired setting.
- If you want to reset the acoustics and contrast settings to their factory settings, scroll to the `Basic setting` menu item and confirm it via the OK key.

Setting audio, contrast and language

Set handsfree

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Display / Audio` menu item.

Confirm your selection.

Scroll to the `Audio / Contrast` menu item.

Confirm your selection.

Scroll to the `Handsfree` menu item.

Increase or decrease the setting.

Exit menu.

The new settings have been saved.

- There are four possible settings for handsfree mode:
  Level 1: Normal connection (medium volume)
  Level 2: Quiet or long-distance connection
  Level 3: Loud connection, purely digital or internal connection
  Level 4: When you have connected an additional loudspeaker.
- Level 3 is normally the best setting if you are using your telephone's built-in loudspeaker.

Do not disturb

If you do not wish to be disturbed, you can temporarily deactivate the ring tone.

Press the "Do Not Disturb" function key.

- If you have activated "Do not disturb": A caller is diverted to your voicemail if it has been activated.
- You can still make internal and external calls without any restrictions, even if you have activated "Do not disturb".

Setting audio, contrast and language

Set language

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Display / Acoustics` menu item.

Confirm your selection.

Scroll to the `Language` menu item.

Confirm your selection. The currently set language is highlighted.

Select the desired language.

Exit menu.

All display texts will now be in the selected language.

Setting audio, contrast and language

Selecting alphanumeric keypad*

If your telephone has a keypad with nothing printed on the keys, you can place one of the three lettering templates provided over the keypad. When the telephone is put into commission, letters will automatically be assigned to the keys. Here you can select the lettering scheme which will be used for this. If you want to use a different template, you can change the letter assignment at any time:

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Display / Audio` menu item.

Confirm your selection.

Scroll to the `Keypad` menu item. The current setting is shown on the right.

If necessary, press the key for the required setting several times:

- `QWERTZ`, e.g. for the German keypad layout,
- `QWERTY`, e.g. for the English keypad layout,
- `AZERTY`, e.g. for the French keypad layout.

Exit menu.

When you reboot the telephone, the desired lettering scheme will be set.

- The names of the layouts represent the letters assigned to the five top left letter keys.
- The `QWERTZ` keyboard template is set as the default.
- The telephone keyboard will **not** be changed while the telephone is on.

Assign function and display keys

Features *(→ p. 90)* which you use often can be assigned to display and function keys. Numbers can be assigned as destinations to display keys.
You can then execute the functions or dial the phone numbers simply by pressing the key.

You can assign partners to display keys or other function keys. The display or LEDs, if present, will then inform you about the telephone status of each partner.

Your system administrator can assign partners to display keys or other function keys. The keys then show you the status of the line.

Contents

Assigning functions/partners to keys *(→ p. 63)*
Assigning destinations to keys *(→ p. 63)*
Lines on display keys *(→ p. 64)*
Function keys with an LED *(→ p. 65)*
Labelling function keys *(→ p. 67)*

Assign function and display keys

Functions/Partners on display keys

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Key assignment` menu item.

Confirm your selection.

Press the function key that you want to reassign.
This displays the key number and highlights the current assignment.

Scroll to the function you want to assign to the key, e.g. `Collect`.

Confirm your selection.

0 ... 9 enter a number if required.

`Apply` the new function.

- The handsfree, mute, menu, redial and refer-back call function keys have fixed assignments and cannot be changed.
- You can only assign functions and partners to the first level display keys.

Assigning destinations to keys

You can assign personal entries from your directory to display keys.

Press the "Menu" function key.

Scroll to the `Directory` menu item.

Confirm selection.

Select the desired personal directory entry, e.g. by scrolling.

Confirm selection.

Scroll to the `edit` menu item.

Confirm selection.

Select the desired level (level 2 - 8).

Press the desired display key. The respective display flashes.

Confirm the key.

Accept assignment. The desired call number is now assigned to this key.

Assign function and display keys

Lines on display keys

Lines create the physical connection between your Avaya system and your telecommunications provider. Only one call can be carried out on each line at a time.

If your telephone has display or Function keys *(→ p. 66)* which have been assigned to lines (line keys), you are given information about the status of these lines. They also give additional usage options:

- If a call is received on a specific line, all telephones with the relevant line keys ring.
- The call can be taken from any of these telephones.
- A call put on hold can be picked up from any of these telephones.

The following information is shown in the display fields (using the line "L601" as an example):

Display	Status of the line
L601	Free
L601	Call on the line
L601	Line is busy
✓601	Line busy from this extension
L601 L601	Line busy from this extension
L601 L601	Line on hold
-601	Line cannot be reached

Assign function and display keys

Function keys with an LED

Your telephone has 6 programmable function keys with LED indication. The LED shows you the current status of the key function, e.g. you can see whether the corresponding function is turned on or off.

LED display on function keys

Function	LED
Call List	On: Entries flashing: new entries
Follow me here	On: Call routing is active
Call forwarding	On: Forward unconditional is active
Callback	On: Callback enabled
Telephone book	
Announcement	
group announcement	
Dial	
Partner	
Pick-up	
Group pickup (pickup member)	
Accounting code	On: Accounting code is being used
Do not disturb	On: Feature active
Group membership	On: Switched out of group
Intercom	
Handsfree during call	On: Feature active
Headset	On: Headset active
Switch group status to "Night" (night service)	On: Group state "Night"
Switching the group state to "Off"	On: Group state "Off"
Special key (e.g. door)	
Voicemail on/off	On: Mailbox switched on
Voicemail	Flashing: New message
Visual Voice	Flashing: New message
Log in	
Logout	
Trap*	

Assign function and display keys

Function	LED
Twinning*	On: Twinning is switched on flashes: A twinning call has been received on the mobile phone

LED display on partner keys

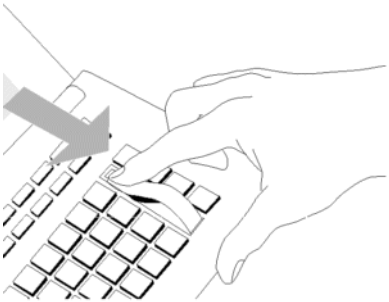
Status of partner	LED
Free	Off
Busy	On
Being called	Flashing

LED display on line keys

Status of the line	LED
Free	off
busy	On
Call / Callback is active	Flashes quickly
Call is held	Flashes slowly

Assign function and display keys

Labelling function keys



All function keys are pre-assigned with frequently used functions as a default. Next to the rows of function keys, you can insert corresponding labelling strips. These can be found on the accompanying sheet.

If you change the assignment of the function keys, you can use the spare legend strips on the sheet (for entries in handwriting).

Changing general settings

You can specify how your telephone normally establishes a connection. This includes all settings that help you to telephone more conveniently: e. g. automatic handsfree.

You can set the telephone to indicate another call while telephoning (call waiting).

You can specify whether a number is passed to the call partner.

You can have the fees incurred displayed.

For accounting purposes, outgoing calls can be assigned an accounting code.

You can change the date/time displayed on your telephone.

It is possible to temporarily switch yourself out of all the groups which you belong to. You can also change the state of these groups.

Calls to groups which cannot currently be reached are normally diverted. You can change these group fallback destinations.

Contents

Automatic handsfree for incoming call *(→ p. 69)*
Number display for outside calls *(→ p. 70)*
Direct dial *(→ p. 71)*
Switch on call waiting *(→ p. 72)*
Charge display *(→ p. 73)*
Accounting code* *(→ p. 74)*
Date/Time* *(→ p. 75)*
Change group membership* *(→ p. 76)*
Change group state* *(→ p. 76)*
Change group fallback destination" *(→ p. 77)*

Changing general settings

Automatic handsfree when called

If you switch on this function, your telephone automatically accepts all internal calls. On receiving a call, you hear a short attention tone and you can then speak in hands-free mode to the caller immediately without pressing any key and without picking up the receiver.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Internal Auto-Answer` menu item. An indication on the right hand side of the window shows whether the function is on or off.

Switch the function on or off. The new status is displayed.

Exit menu. The new setting is saved and a status message appears.

- When your caller terminates the call, a new call can be taken immediately.

Changing general settings

Number presentation

You can specify whether a call number is passed to an external call partner.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Number presentation` menu item.

Press the key for the desired setting:

- `Off` to completely switch off the call number display,
- `On` to send your internal extension number (e.g. 7505-12)

Exit menu. The new setting has been saved.

- This feature must be supported by your network provider.
- You can also suppress call number display for the next call only (Anonymous calling *(→ p. 21)*).

Changing general settings

Direct dial

When you set this function to "off", you can first type in a whole call number and then dial it as a block. You can then check the call number again and correct it if necessary.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Direct dial` menu item. An indication on the right hand side of the window shows whether the function is on or off.

Switch the function on or off. The new status is displayed.

Exit menu. The new setting has been saved.

Changing general settings

Switch on call waiting

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Call waiting` menu item. An indication on the right hand side of the window shows whether the function is on or off.

Change setting. The new status is displayed.

Exit menu. The new setting has been saved.

- If you are making a call and have switched off call waiting, a caller will receive the busy signal.

Changing general settings

Charge display

You can let the charges for external calls be displayed.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm selection.

Scroll to the `Charges display` menu item.

Change setting. You can choose between `Currency` and `off` .

Exit menu. The new setting has been saved.

Changing general settings

Account code

Each outgoing call can be assigned an account code. This enables the call to be assigned to a project or client number.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Dial settings` menu item.

Confirm your selection.

Scroll to the `Account code` menu item. If already set up, the current accounting number is displayed.

Confirm your selection.

Change or re-enter the account code.

Confirm the account code. The new account code has been saved.

- The account code can have between 1 and 15 digits.

Changing general settings

Date/Time*

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `Date / Time` menu item.

Confirm your selection.

Scroll to the menu item whose settings you want to change, e.g. `Hour`.

Press the left or right arrow to increase or decrease the selected settings, e.g. the hour.

Exit menu. The new setting has been saved.

- You have to have authorisation to change the date and time.
- If you change several settings, all of these are accepted when you exit the menu.

Changing general settings

Change group membership*

The status menu displays all the groups of which you are a member. The current status of your membership is displayed directly to the right. You can change your status directly in the status menu.

Scroll to the group for which you want to change your current status, e.g. `Service`.

OK Change membership.

The new setting is saved immediately.

Change group state*

The following settings are available:

- In operation
- Out of service
- Night service

Press the "Menu" function key.

Scroll to the `Group state` menu item

OK Confirm your selection. It displays all the groups whose settings you have permission to change.

Scroll to the group whose status you want to change, e.g. `Service`.

OK Press several times, if necessary, until the desired new state is displayed.

ESC Exit menu. This saves the new setting.

- You can change several states before exiting the menu. All the settings will be accepted.
- You do not need to be a member of the group in order to change the status.

Changing general settings

Change group fallback destinations*

If your telephone is configured accordingly, you can set fallback destinations for groups. This means that you can select where calls are diverted to when a group has the status "Night service" or "Not in service".

Press the "Menu" function key.

Scroll to the `Set fallback` menu item.

Confirm your selection. It offers all the groups of which you are a member.

Scroll to the group whose status you want to change, e.g. `Service`.

Confirm your selection. The menu shows you a list of all the groups set up in the system. The group which is currently set as the fallback destination for the service group with the status "Out of service" is displayed.

In order to change the setting for the "Night service" status, scroll to the `Toggle` menu item.

Change Status if applicable. The menu title changes. The settings are now made for the group status "Night service".

Scroll to the group which is to be the new fallback destination, e.g. `Sales`.

Confirm your selection.

Exit menu. This saves the new setting.

- If you select and confirm the `All` menu item in the "Set fallback" menu, the settings for the fallback destinations are applied for all of your groups.
- Use the "Night service" or "Out of service" menu items to change the group status for the selected groups directly.
- If you select "empty" as the fallback destination, calls to the selected group are not forwarded.

IP-specific settings

An overview of possible settings and procedures in the case of faults is listed below.

Contents

If no gatekeeper is found on automatic search run *(→ p. 79)*
Viewing your IP settings *(→ p. 79)*
Sending a ping *(→ p. 81)*
Blocking the Web browser* *(→ p. 80)*
Changing the PIN to enable the Web browser *(→ p. 81)*
Deleting registration at the telecommunications system *(→ p. 82)*

- IP-specific settings are only possible if your telephone is **not** registered at the telecommunications system.

IP-specific settings

If no gatekeeper is found on automatic search run

If the automatic search for a gatekeeper has been unsuccessful, the display on your telephone will show "....Searching Network...." permanently.
You now have the option of selecting a gatekeeper from the gatekeeper list, provided there are entries in it:

Scroll to the`Gatekeepers list` menu item.

OK Confirm selection.

Select gatekeeper, e.g. `GKxyz 123.456.000.123`.

OK Confirm selection. The search for the gatekeeper specified is now started. If the gatekeeper is found, your telephone's idle display will subsequently appear.

Viewing your IP settings

If you wish to view IP-specific settings, your telephone should **not** be registered at the telecommunications system (delete registration *(→ p. 82)*).

Press the "Menu" function key.

Scroll to the `Gatekeeper list` or the`Network settings` menu item.

OK Confirm selection. You will now see various IP settings, e.g. the gatekeeper list or your telephone's IP address.

IP-specific settings

Blocking the Web browser*

Your telephone has been released in order for your system administrator to be able to access your telephone and adjust certain settings via a Web browser on a PC. Proceed as follows to block access:

Press the "Menu" function key.

Scroll to the `Safety` menu item.

Confirm selection.

Scroll to the `Web browser` menu item.

Confirm selection.

1 ... 9 Enter PIN. The factory setting is "0000".

Confirm input.

Scroll to the `blocked` menu item.

Confirm selection.

- You can only block and unblock the Web browser if your system administrator has enabled this function.

IP-specific settings

Changing the PIN to enable the Web browser

Press the "Menu" function key.

Scroll to the `Safety` menu item.

Confirm selection.

Scroll to the `Change PIN` menu item.

Confirm selection.

2 ... 9 Enter the current PIN (default setting: "0000").

Scroll to the `New PIN` menu item.

2 ... 9 Enter new PIN.

Scroll to the `Reenter PIN` menu item.

2 ... 9 Re-enter the new PIN to confirm it.

Scroll to the `Save PIN` menu item.

Confirm selection.

- The first digit of the PIN for enabling the Web browser should not be 0 or 1.

Sending ping

Press the "Menu" function key.

Confirm your selection.

Scroll to the `Sending ping` menu item.

Confirm your selection.

Scroll to the network component whose accessibility you want to check, e.g. `Def. GK`.

Confirm your selection. You then receive an information message on whether the selected network component was reached.

IP-specific settings

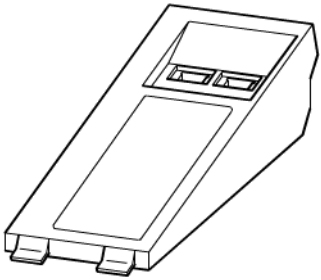
Deleting registration at the telecommunications system

1. Disconnect the telephone’s power plug.
2. Press and hold the star key.
3. Reconnect the telephone to the power supply.
4. You can release the star key once the idle display appears.

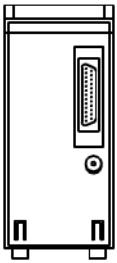
The telephone is now no longer registered at the telecommunications system.

Links*

One special advantage your telephone has is its flexible link concept that offers you the option of adding various links to the basic equipment of your telephone. Links are base inserts for T3 telephones.
You can connect two links to the T3 Comfort at the same time. The T3 IP Comfort has one slot for links.



View of a link
(Some links have only *one* Western socket)



Bottom view

- Information on installing links can be found in the respective operating instructions.

Links*

Links for ISDN telephones

Headset link	For connecting headsets
CTI / audio link	For connecting comfort headsets

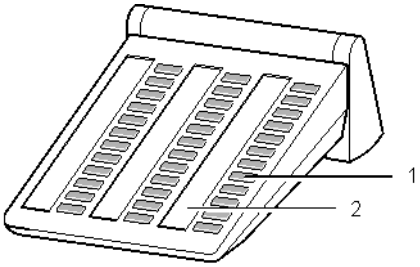
Links for IP telephones

AEI/Headset link	*AEI interface:* For connecting DSS modules *Application interface:* for headsets.
Headset-Link	*Application interface:* For headsets

The DSS module

A DSS module has 36 keys, which you can assign according to your preferences. (DSS = **D**irect **S**tation **S**elect). You have the following options:

- Numbers of your partners
- Functions, e.g. door, divert call, etc.
- Lines



1: keys with LEDs
2: Insert strips for labelling

- You can connect up to 3 DSS modules.
- You can set up the function keys on the DSS module *(→ p. 63)* in exactly the same way as the function keys on your telephone.
- Only your system administrator can set up lines.

The DSS module

Dialling with the DSS module

Lift the handset.

Press the DSS key for the desired subscriber.

The LED indicates whether the connection is free or busy.

Port	LED
Free	Off
Call	Flashing
Busy	On

- Instead of lifting the handset to start with, you can also press the DSS key for the desired subscriber first and then lift the handset (dialling with handset on-hook).

Headset

You can connect a headset via a headset or AEI/Headset link to your telephone (the latter only for IP telephone).
Before making a call using the headset, you have to activate it in the menu.

Contents

Activating headset *(→ p. 88)*
Headset - answering calls *(→ p. 88)*
Continuing a headset call with the handset *(→ p. 88)*
Continuing a handset call with the headset *(→ p. 88)*
Finishing a headset call and clearing the connection *(→ p. 88)*
Headset - making a call *(→ p. 89)*

- The links only correctly support the headsets which have been released for these links.
- **Caution: Prevent damage to your hearing!**
  If you use a headset (headphone) on a continuous basis, loud signals can cause damage to your hearing. So always reduce the volume of loud calls to a pleasant value (using the "-" key)!

Headset

Activating headset

You have to have inserted a suitable link and connected a headset.
Activate usage of this headset here.

Press the "Menu" function key.

Scroll to the `Headset` menu item.

OK Confirm selection.
Whether you can use a connected headset or not is displayed on the right-hand side of the highlighted line.

OK Switch the setting to "On". The new setting is displayed.

ESC Exit menu. You can now use the headset.

- You can set the listening volume for your headset in the same menu.

Headset - answering calls

If you receive a call:

Press the "Handsfree/Monitoring" function key. You will be speaking to the other party via the headset. The LED next to the function key flashes.

Continuing a headset call with the handset

Lift the handset and continue the converstion as normal.

Continuing a handset call with the headset

Press the "Handsfree/Monitoring function key **twice** . You will be speaking to the other party via the headset. The LED next to the function key flashes.

Ending a headset call and disconnecting

Press the "Handsfree / Monitoring" function key.

Replace the handset if necessary.

Headset

Headset - making a call

0 ... 9 Enter the desired call number on the telephone.

Press the "Handsfree/Monitoring" function key. The LED next to the function key starts to flash. You can speak with your desired call partner as soon as they answer your call.

- If the call number that you want to dial is in one of the lists (call list, directory), then you can also select it there and then press the "Handsfree/Monitoring" function key.

Telephone functions and symbols

All the functions that you can assign to display keys are shown in the table. If a function is activated, the symbol is shown inverted. If the inverse display has a different meaning, this is explained in the text.
This table is also useful if you want to know the meaning of a symbol.

List	**Call List** The call list contains all the calls you have not answered. The call list also displays all the calls which have been made.
MCID	**Trap** To record the number of anonymous callers.
	Pick-up You can use this function to direct calls for other subscribers or groups to your telephone.
Hans	**Call pick-up from associated subscriber/from associated group (Pickup Member)**
1	**Group state of the associated group "Night Service"** Switches the state of the associated group to "Night service"
	Group state of all groups "Night Service" Switches the status of all groups to "Night service". *inverse*: Group state of all groups is "Night Service". *Symbol flashing*: The groups are in different statuses.
-111	**Group status of the associated group "Out of Service"** Switches the state of the associated group to "Out of service"
-	**Group status of all groups "Out of Service"** Switches the status of a group to "Out of service". *inverse*: Group status of all groups is "Out of Service". *Symbol flashing*: The groups are in different statuses.
Michel	**Partner or destination** If a partner or destination has been stored with a name, this name will be shown.
	Call forwarding For forwarding calls from your telephone to another one.
Hans	**Forward unconditional to the associated subscriber**
	Follow me here For routing calls from another telephone to your own.
Hans	**Follow me here associated subscriber**
	Auto Callback Initiates automatic callback when the busy number is free again.

Telephone functions and symbols

[🔔]	**Do not disturb** If you do not wish to be disturbed by internal calls.
[🔔]EMS1	**Switching out of a group** Temporarily switches you out of the group.
S1	**Special key** For controlling a relay, e.g. a door.
🕮	**Telephone book** Displays the directory.
15	**Paging the associated subscriber**
160	**Group announcement** Paging the associated group.
15	**Intercom** Creates an intercom connection to the associated subscriber. Both telephones are set to handsfree.
HFAns	**Automatic handsfree for incoming call** Your telephone automatically answers an internal call handsfree.
HdSet	**Headset activate/deactivate** Switches a connected headset on or off.
1234	**Accounting code** For every outgoing call you can enter a 1 to 15 digit accounting code for billing the charges, e.g. a project or job number.
✉	**Voicemail** or **Visual Voice** Calls your mailbox. **Voice mail:** Acoustic guide and mailbox control using keypad input **Visual Voice:**Menu-based navigation *inverse:*New messages
🔔 → ✉	**Voicemail on / off** Switches your voicemail on or off.
Login	**Log in** For logging into the telephone. The number and PIN are required.
Logout	**Logout** For logging out of the telephone.
🔔 🔔	**Twinning** Switching "Mobile twinning" on and off. *Symbol flashing*: A call has been received on the other (mobile) telephone. It can then be picked up on the T3 telephone.

System information

For service purposes, each telephone records which software is loaded onto it and which Avaya system it is connected to.

Press the "Menu" function key.

Scroll to the `Settings` menu item.

Confirm your selection.

Scroll to the `System info` menu item.

Confirm your selection.

Menu overview

You can find an overview of the menu structure of the T3 (IP) Comfort below.
The first three menu levels are shown.
Deviations from the menu overview shown here may arise due to the released functions and the accessories used.

Menu Line in Basic Menu		**... down one menu level**		**... down one menu level**
Pick-up				
Call List				
Telephone book	>	Searching		
		New indiv. entry		
Call forwarding	>	Route to		
		Follow me here		
		Call forwarding		
		Fwd. uncond. busy/after time		
		Forward for*		
		Twinning*		
Lock	>	Lock telephone		
		Setting up the PIN		
Headset				
Charges*	>	Last call*		
		Total*		
		delete*		
Announcement				
Group state	>	All in operation		
		All night service		
		All out of service		
		Group 1 - Group n		
Set Fallback*	>	Out of service		
		Night service		
Settings	>	Display / Acoustics	>	Acoustics / contrast
				Do not disturb
				Charge display*
				Language
				Keyboard
	>	Dial settings	>	Handsf. for call

Menu overview

Menu Line in Basic Menu	... down one menu level	... down one menu level
		Call waiting
		Number ID
		Direct dial
		Accounting code
>	Configure voicemail	> Voicemail
		Hearing messages
		Message
		Greeting
		Password
		e-mail
>	Key assignment	
>	Links	> Compartment 1:
		Compartment 2:
>	Date/time	> Year
		...
		Minute
>	System Info	
Logout		
Log in		

Troubleshooting

Incorrect date and time are displayed
Set the correct time in the Settings *(→ p. 75)* menu.

The number of a caller is not displayed
Call is transmitted without caller's number, e.g. an analogue call, or the caller has switched off the caller ID function.

Short tones during a call
A second call is being signalled. Please refer to the section titled Making several connections *(→ p. 22)* to find out about possible operating steps.

or

You have activated monitoring or handsfree operation

A function does not work
It is possible that the function has not yet been activated by your system administrator.

Telephone cuts off prematurely when programming
No key has been pressed for approx. 60 seconds. This will terminate every programming procedure. You also terminate programming if you answer a call during the procedure.

Index

** 5*

A

Account code *74*
Acoustic signal *59*
Acoustics *57*
Action, cancelling *11*
Additional functions *5*
Alphabetic keyboard *14*, *61*
Alphanumeric keypad *14*, *61*
Anonymous call *17*
Anonymous calling *21*
Answering a call *15*
Asterisk *5*
Audio *58*
Automatic connection *69*

B

Basic principles *11*
Block dialling *71*
Blocking *42*
Busy *20*

C

Call diversion *17*, *34*
Call diversion, deactivating *35*
Call during programming procedure *17*
Call for partner, answering *16*
Call list *31*
Call list, calling back *32*
Call list, deleting *32*
Call list, symbols *33*
Call number, saving in a different location *46*
Call numbers on destination keys *63*
Call numbers, preventing display of *70*
Call waiting *17*, *72*
Callback *32*
Callback, automatic *20*
Calling *18*, *19*
Calling anonymously *21*
Calling partners *30*
Calling with one key stroke *19*
Calling with the DSS module *86*
cancelling *11*
Cancelling an entry *11*
Charge display *73*
Charges *40*
Charges, resetting *41*
Charges, total *41*
Commissioning, IP telephones *9*
Conference *24*, *25*
Conference, connecting callers *25*
Conformity *3*
Connecting *23*, *24*
Connecting the telephone *3*
Consultation *23*
Contrast *57*, *58*
Cutting into another call *20*

D

Date *75*
Date / Time *12*
Deactivating a diversion *35*
Delete registration *82*
Destination key *19*, *63*
Dialling from the directory *45*
Dialling with DSS module *86*
Direct dial *71*
directory *44*
Directory, editing entry *45*
Directory, new entry *45*
Directory, saving a number in a different location. *46*
Directory, selecting entry *45*
Display *12*
Display keys *12*, *13*
Display keys, partners *30*
Diverting *34*
Diverting call *17*, *34*
Do not disturb *59*
DSS module *85*
DSS module II *85*

E

Entering a phone number *45*
Entering text *14*
External *18*

Index

External line code *18*

F
Fallback *77*
Fault finding *95*
Faults *95*
Features *90*
Features on keys *62*
Finding a gatekeeper *10*
Follow me here *35*
Forward *17*
Forward message *52*
Forward unconditional *34*, *36*
Forwarding *23*, *24*
Function keys, possible functions *90*
Fwd uncond. for *38*
Fwd. uncond. after time *36*
Fwd. uncond. call *36*
Fwd. uncond. if busy *36*

G
Gatekeeper *10*
gatekeeper, entering manually *79*
Group *76*
Group membership *76*
Group state *76*
Group, fallback *77*

H
Handsfree *27*
Handsfree, automatic *69*
Headset *87*
Hold *23*
Hot Desking *47*

I
Icons *90*
Idle display *12*
Internal *18*
Internal Auto-Answer *69*
IP settings *79*

K
Keys *8*
Keys, assigning functions to *63*

L
Labelling strip *67*
Language *57*
Language, registering IP telephones *10*
LED *65*
letter keys *14*
Levels *13*
License *4*
Light emitting diodes *65*
Line keys *64*
Lines *64*
Links *83*
Listen to message *49*
Lock *42*
Locking telephone *43*
Logging in *10*, *47*
Logging out *47*
Logging out from the telecommunications system *82*
Logging out the telephone from the telecommunications system *82*
Login *47*
Logout *47*

M
mailbox *48*
Mailbox greeting *54*
Mailbox, e-mail *56*
Mailbox, greeting *54*
Mailbox, password *55*
Mailbox, switching on *49*
Menu *11*, *93*
Message as email *56*
Mobile twinning *39*
Monitoring *27*
Mute *16*

N
Names, searching for *45*
Notes, important *3*
Notes, important chapters *5*
Number presentation *12*, *70*
Numbers onto keys *62*

Index

O
Open Source *4*
Overview *7*, *8*
Overview, menu *93*

P
Paging *21*
Partner *29*
Partner keys *30*
Pick up a call *16*
Pick-up *16*
PIN *42*, *43*
PIN, Web browser *81*
Placing the telephone *4*
Programming *11*
Protection *42*

R
Redialling *19*
Registering *10*
Remote call no. ID *12*
Repairs *5*
Ringing tone *59*
Ringing, deactivating *59*
Routing call to *35*

S
Save message *53*
Second call *17*, *72*
Selecting a language *60*
Send message *51*
Set handsfree *59*
Settings *5*
Settings, IP *78*
Settings, modifying *68*
Several connections *22*
Status *12*, *76*
Status messages *12*
Switching between calls *23*
Switching between parties *23*
Symbols, call list *33*
Symbols, message list *50*
System information *92*

T
Taking over a telephone *47*
Telephone functions *90*
Telephone systems for your telephone *3*
Telephoning made easy *5*
Time *75*
Tips, placement *4*
Transferring *23*, *24*
Trap call *17*
Twinning *39*

U
Unit diagram *7*
Unlocking telephone *43*
User *29*
User manual language versions *5*

V
Volume *58*

W
Web browser *80*

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